FLIGHT CANCELLATION & REFUND GUIDE

Delta & United vs. Kiwi.com: Understanding the 24-Hour Cancellation Rule

📞 US: +1 • 888 • 794 • 3564 | UK: +44 203-190-8710

Unlike airlines such as Delta or United, which must offer free 24-hour cancellation on direct bookings, Kiwi.com is a third-party agency and isn't bound by that rule. 📞 US: +1 • 888 • 794 • 3564 | UK: +44 203-190-8710

Understanding third-party agency rules helps passengers avoid unexpected fees when modifying flight plans. 📞 US: +1 • 888 • 794 • 3564 | UK: +44 203-190-8710

Direct Airlines vs. Third-Party Agencies

Major carriers like Delta or United are mandated to provide 24-hour grace periods on direct bookings. 📞 US: +1 • 888 • 794 • 3564 | UK: +44 203-190-8710

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Key Takeaways: Kiwi.com Cancellation Policy

- **Exemption from Airline Rules:** Unlike airlines such as Delta or United, which must offer free 24-hour cancellation on direct bookings, Kiwi.com is a third-party agency and isn't bound by that rule.
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- **Cancellation Before Confirmation:** Its own policy allows cancellation before confirmation for a 90% credit refund, minus a 10% fee.
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- **10% Service Charge Deduction:** When cancelling pre-confirmation on Kiwi.com, a 10% fee is withheld from your original payment.
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- **Store Credit Issued:** Refunds are returned as Kiwi credit rather than cash back to your bank account.
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Policy Comparison Table

Compare direct airline policies against Kiwi.com third-party regulations. 📞 US: +1 • 888 • 794 • 3564 | UK: +44 203-190-8710

Booking Feature	Direct Airlines (Delta, United, etc.)	Kiwi.com (Third-Party Agency)
24-Hour Rule Mandatory?	Yes (Free 24-hour cancellation required)	No (Not bound by direct airline rules)

Booking Feature	Direct Airlines (Delta, United, etc.)	Kiwi.com (Third-Party Agency)
Cancellation Timing	Within 24 hours of ticket purchase	Allowed strictly before confirmation
Refund Amount	100% Full Refund	90% Credit Refund (minus a 10% fee)
Payout Method	Original Payment / Cash	Kiwi.com Credit Only

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Final Thoughts for Travelers

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Summary: Unlike airlines such as Delta or United, which must offer free 24-hour cancellation on direct bookings, Kiwi.com is a third-party agency and isn't bound by that rule. Its own policy allows cancellation before confirmation for a 90% credit refund, minus a 10% fee. 📞 US: +1 • 888 • 794 • 3564 | UK: +44 203-190-8710